

Hurricane Irene Disaster Assistance Guide

Federal Emergency Management Agency (FEMA)

The Federal Emergency Management Agency (FEMA) has developed a series of widgets that includes links to vital information on how prepare for a disaster and, if applicable, apply for disaster assistance. These widgets can found at the following links - <http://www.fema.gov/help/widgets/>

A widget specifically designed for hurricane-related preparedness - <http://www.fema.gov/help/widgets/#2>

To follow Hurricane Irene's path, the National Hurricane Center provides the latest information at the following link - <http://www.nhc.noaa.gov/>

FEMA's Blog provides the latest information on what we are doing to prepare for, respond, and recover from the many disaster hazards - <http://blog.fema.gov/>

FEMA's mobile website makes it easier for smartphone users to access critical information regarding emergency preparedness and what to do in the event of a disaster - [http://m.fema](http://m.fema.gov)

Other ways you can stay informed of FEMA's activities online are videos and podcasts w are available at www.fema.gov/medialibrary and www.youtube.com/fema; follow FEMA Twitter at <http://www.twitter.com/fema> and on FaceBook at www.facebook.com/fema .

CT Department of Emergency Services & Public Protection

The Connecticut Department of Emergency Services & Public Protection is coordinating all state emergency response and services for Hurricane Irene.

You can access the State of Connecticut daily situation report at: http://www.ct.gov/demhs/lib/demhs/weather/current_weather_updates/situation_report_19_24_aug_2011_hurricane_irene_08-29-11_0400-0800.pdf

Connecticut Red Cross Emergency Shelters

The Red Cross has relief operations ongoing in more than a dozen states and thousands of disaster workers helping people from North Carolina to New England. Every Red Cross feeding truck east of the Rocky Mountains - more than 250 – are set to go into neighborhoods as soon as conditions permit. Tens of thousands of pre-packaged meals are in position, and the Red Cross is working with its community partners to have feeding kitchens in place after the storm moves through.

Connecticut residents can locate city/local shelters through the Red Cross at: <http://app.redcross.org/nss-app/#>. Connecticut residents can also access information on the closest open shelters by dialing **2-1-1** for assistance.

The Red Cross has provided a Hurricane Irene "Frequently Asked Questions" (FAQs) website regarding the services it provides during disasters at: <http://www.redcross.org/www-files/Documents/pdf/HurricaneIreneFAQ.pdf>

CT Light & Power (CL&P) Restoration of Electricity & Outages Report

CL&P Scheduling Crews for Around the Clock Restoration - Most crews will work during daylight hours for efficiency/productivity and safety

With over 650,000 customers to be restored following Hurricane Irene, CL&P is scheduling crews to work around the clock until restoration efforts are complete.

48% of CL&P customers – approximately 600,000 customers - are without power. Contractor crews from Canada, Florida, Ohio, Kentucky, Pennsylvania, Tennessee, the Carolinas, Alabama, Michigan and Massachusetts. Crews from Colorado are on the way to Connecticut.

CL&P's current focus is to restore power to critical facilities; to work with the State/Towns to clear roads; patrol and assess damage and restoration of the largest outages affecting the most customers. Restoration estimates for individual towns are not available at this time. Full restoration of our customers will likely not be until early next week.

During a multi-day restoration such as this, approximately 75 percent of crews will begin their shifts around 7:00 a.m. so we can maximize daylight hours and be most productive. The remaining 25 percent of crews will begin their shifts around 3:00 p.m. and will work through the night. Given the restoration efforts we face going forward; all employees are also required to take at least an eight hour rest period between shifts to ensure their safety.

"Having the vast majority of crews work during daylight hours allows us to maximize the efficiency of our workforce as we face a week or more of restoration efforts," said Jeff Butler. "The safety of our employees, contractors and our customers is of our utmost concern and we want to make sure everyone working on this restoration has appropriate time to rest between shifts."

For your safety, CL&P also reminds customers to stay at least 10 feet away from all wires. Assume any downed, hanging or burning power lines are live and dangerous. If a power line falls on your vehicle while you're inside, stay there. Don't touch anything outside the vehicle and wait for emergency crews. Call 9-1-1 immediately with any emergency condition.

To report outages or check the status of an outage, visit cl-p.com or call 800-286-2000 or in the Hartford/Meriden area call (860)947-2000. Our automated phone and online systems can rapidly process your report and help us speed restoration efforts. For helpful tips and news updates, go to our website at cl-p.com, follow us on Twitter [@CTLightandPower](https://twitter.com/CTLightandPower) and like us at [Facebook.com/CTLightandPower](https://www.facebook.com/CTLightandPower). You can also get updates on outages in your town by texting "outage" then a space, and your zip code to 24612 (texting fees may apply).

A current report of CL&P electric outage reports by city/town can also be accessed at: <http://www.cl-p.com/outage/mobile.aspx>

United Illuminating Restoration of Electricity & Outages Report

Customer Service Number: 1-800-7-CALL-UI (1-800-722-5584).

CT Department of Insurance – Hurricane Irene Insurance Claims

The Connecticut Department of Insurance is ready to help state residents who experienced damage to their homes related to Hurricane Irene to document the damage carefully and call to answer claims questions.

Please visit the CT Department of Insurance web site at: <http://www.governor.ct.gov/malloy/cwp/view.asp?A=4010&Q=485292> for assistance.

CT Department of Public Health

The Connecticut Department of Public Health has important health information for residents about drinking water, evacuation shelters, flooding, food safety, power outages, and carbon monoxide. For more information, visit the CT Department of Public Health's web site at: <http://www.ct.gov/dph/cwp/view.asp?a=3115&q=485266>

Social Media

Twitter - Office of Governor Dannel P. Malloy: [@GovMalloyOffice](#)
Twitter - CT Department of Emergency Service and Public Protection: [@CTDEMHS](#)
Twitter - Federal Emergency Management Agency: [@FEMA](#)
Twitter - Federal Emergency Management Agency, Region I [Serves CT]: [@FEMARegion1](#)
Twitter - Connecticut Red Cross: [@CTRedCross](#)
Twitter - Connecticut Light & Power: [@CTLightandPower](#)
Twitter - Northeast Utilities: [@NEUtilities](#)

List of Road Closures in Connecticut

The Connecticut Department of Transportation posts a list of road closures at: http://www.dotdata.ct.gov/iti/master_iti.html

- Avon: Secret Lake Road at Cliff Drive - Flooding
- Barkhamsted: Route 44 at New Hartford line - Tree down
- Bethel: Route 53 at the railroad underpass - Flooding
- Bethany: Route 69 at Brinton Road - Tree down
- Bloomfield: Route 305 at Bloomfield/Windsor town line - Water covering road
- Boltin: Route 534 at Birch Mt. Roas - Tree down
- Bridgewater: Route 133 at Brookfield town line - Tree down
- Brookfield - Route 133 at Bridgewater town line - Tree down
- Brooklyn: Route 169 at Canterbury town line - Tree down
- Cheshire: Route 42 at Broadview - Tree down

- Colchester: Route 2 west Exit 20 off-ramp: Tree down; Route 2 east exit 18 off-ramp - Tree over road
- Darien: Route 106 at Camp Avenue - Tree down
- East Haddam: Route 431 at River road - Tree down
- Ellington: Route 83 at Highland Road - Tree down
- Fairfield: Route 15 south between exits 44 and 42 - Tree down
- Farmington: Reservoir Road between Mountain Road and Diamond Glen Road
- Franklin: Route 32 at Meeting House Road - Tree down
- Glastonbury: Route 17 at Route 2 - Tree down into wires
- Goshen: Route 63 at Roberts Hill - Tree down; Route 63 at Hageman Shean Road
- Granby: Route 20 at Fox Road - Road washed out
- Greenwich: Merritt Parkway between exits 33 and 31
- Guilford: Route 77 between Guilford and Durham town line - tree down
- Hebron: Route 66 at Stone House Road - Tree down
- Ledyard: Whalehead Road between Terry and Anderson - Trees and wires down
- Madison: Route 450 at Barry Hill Road - Trees and wires down
- Mansfield: Route 44 between Route 195 and Moulton Road - Tree down; Route 195 at Pudding Lane - Tree down
- Middlebury: Route 63 at Country Club Road - Tree down
- Morris: Route 6 south of Route 109 - Tree down
- New Fairfield: Route 37 - Wires down; Route 39 - Wires down
- New Milford: Route 202 at Little Bear Hill Road - Water over the road
- Newtown: State Route 490 at Buttonball Road - Tree down
- North Branford: Route 80 between Branford Road and Notch Hill Road; Route 22 south of Wedgewood Road.
- Old Saybrook: ALL ROADS CLOSED
- North Branford: Route 80 between Branford Road and Notch Hill Drive - Trees down
- New Canaan: Route 123 at Michigan Road
- New Haven: Burr Street between Dean Street and Dodge Avenue (Concord, Townsend included)
- New Hartford: Highway 219 between 44 and 318 - Flooding
- Oxford: Route 67 by Old State Road - Tree down
- Plainfield: Route 12 at Lily Bridge Road - Tree down
- Portland: Route 66 closed at Cobolt/East Hampton town line - Poles down; Route 66 at Route 151 - Pole into wires
- Preston: Route 165 at Prodel Street (westbound lane) - Tree down
- Redding: Route 107 at Cross High Road - Tree into wires
- Ridgefield: State Route 835 at Country Club Road - Tree into wires; Route 7 by Florida Hill Road - Tree down; Route 116
- Seymour: Route 8 north exit 21 off-ramp: Flooding; Route 67 at 155 - Flooding
- Sherman: Route 37 at Leech Hollow Road - tree into wires

- Southbury: Route 67 at Route 172 - Flooding
- Southington: Route 322 at Orchard Street - Tree down
- Stafford: Route 190 at Middle River Road - Pole into wires; Route 190 at Old Springfield Road - Tree into wires
- Stamford: Merritt Parkway between exits 33 and 31; Route 15 south exit 35 ramp - tree down
- Stonington: I-95 Between Exits 90, 91 - Debris in road
- Stratford: Exit 30 ramp on Interstate 95 - Flooding
- Thomaston: Route 6 at Lee Avenue - Flooding
- Torrington: Route 202 at Hart Drive - Flooding
- Union: Route 197 to the Woodstock Town Line
- Watertown: Route 6 at Nova Scotia Hill Road - Tree down
- Windham: Route 6 at ramp to Route 32 - Road washed out
- Windsor: Route 305 at Bloomfield/Windsor town line - Water covering road
- West Hartford: Route 44 at Steele Road - Car crash
- West Haven: Route 34 at Lakeview Road - Tree down; Route 34 at Forest Road - Flooding
- Woodbridge: Route 63 at North Pease Road; Route 63 at Spring Valley Road; Route 63 at Field Stone Road; Route 114 at North Pease Road.
- Woodbury: ALL ROADS CLOSED

Amtrak & Metro North Transportation Updates

Amtrak Service Update: For information on Amtrak train service, please visit: www.amtrak.com.

Metro North Service Update: Metro North resumed limited service Monday afternoon on the Lower Hudson and Lower Harlem lines in New York, according to the MTA. But that doesn't apply for the New Haven Line, including the New Canaan, Danbury and Waterbury branches. "There is still no signal and third-rail power because of downed transmission poles, trees continuing to fall and water-damaged substations. For more information on resumption of Metro North train schedules, please visit: <http://www.mta.info/mnr/>

U.S. Small Business Administration Business - Physical and Economic Injury Disaster Aid Assistance

If your business or private, nonprofit organization has suffered physical damage or your small business or private, nonprofit organization of any size has sustained economic injury after a disaster, you may be eligible for financial assistance from the U.S. Small Business Administration. If your business—regardless of size—is located in the declared disaster area, you may apply for a long-term, low-interest loan to repair or replace damaged property.

The U.S. Small Business Administration is responsible for providing Physical and Economic Injury Disaster Assistance Loans. For information about these loan programs and application procedures, please visit the SBA web site at: <http://www.sba.gov/content/fact-sheet-businesses-all-sizes>

U.S. Small Business Administration
Condo & Homeowner & Renter Disaster Aid Assistance

The U.S. Small Business Administration (SBA) provides disaster loans for individual unit owners of Homeowner Associations (HOAs), Planned Unit Developments (PUDs), condominiums and other common-interest developments. For information about this loan program and application procedures, please visit the SBA web site at: <http://www.sba.gov/content/fact-sheet-homeowner-association-unit-owners>.

The U.S. Small Business Administration (SBA) also provides Administration homeowners and renters loans to help individuals recover from a disaster. For more information about this loan assistance program, please visit the SBA web site at: <http://www.sba.gov/content/fact-sheet-homeowners-and-renters>

CT Department of Economic & Community Development

Connecticut businesses that have sustained damages to property, machinery or equipment may be eligible for state or federal assistance through the Department of Economic and Community Development. For further information contact Connecticut's Business Response Center at 1-800-392-2122.